



**SOUTH DAKOTA  
LOTTERY**®

# VIDEO LOTTERY **NEWS & UPDATES**

## NEWS YOU CAN USE TO OPERATE BETTER

### WATCHING FOR FORGED CASHOUT TICKETS

Investigations are underway into several reports from across the state of video lottery cashout tickets being altered before being presented to casino cashiers for payment. The forgeries involve winning tickets in amounts of just a few dollars being changed to indicate wins of several hundred dollars or more then being presented to try and claim the higher prize amount.

Norm Lingle, executive director of the South Dakota Lottery, is urging casino owners to implement procedures in their establishments for cashing video lottery tickets over \$100 and advising their employees to be watchful.

“This kind of fraud can mean big losses for an establishment, regardless of their size. Having a process in place for cashing larger video lottery tickets can help to minimize that risk. Whether it’s as simple as writing the last four digits of the winner’s driver’s license number on the back of the winning ticket or requiring two cashiers to review and verify the amount on the ticket before paying it, casinos should take whatever steps are necessary to protect their business,” said Lingle.

If a casino finds they’ve paid a forged ticket, they should contact their local law enforcement immediately. In some of the current investigations, video footage or images of the alleged forgers has been provided to law enforcement in an effort to identify them. If a cashier notices a cashout ticket is forged and refuses to pay it while the perpetrator is still in the casino, they should immediately call local police. If the individual flees before law enforcement arrives, providing them with as many details as possible about the person – what they look like, type of vehicle they’re driving, any accomplices with them – can help to catch them sooner. Lingle says casinos should also keep in contact with each other regarding instances in their area.

“Even though these businesses are in competition with each other, these forged ticket situations are bad for business as a whole. Communicating with other businesses in your area if you’ve been a victim of fraud or attempted fraud can help to track such incidents and put an end to them,” he said.

#### TIPS FOR ESTABLISHMENTS:

- Highlight the written amount and check it against the dollar amount at the bottom.
- If you have more than one cashier working during a shift, require two cashiers to review and verify the prize amount on tickets over \$100 before paying them. Two sets of eyes are better than one!
- Maintain a log of payouts over \$100. It can be as simple as a notebook kept by the cash register in which the cashier notes the date, time, amount paid and permit number of the machine. To complete the log, they’ll have to look closely at the ticket.

## LOTTERY COMMISSION MEETINGS

Thursday, Aug. 4  
Thursday, Sept. 15  
Thursday, Dec. 8

## CURRENTLY OPERATING

The following licensed manufacturers have approved hardware and software in the market.

- Grand Vision Gaming
- IGT
- Scientific Games International
- IGT Canada Solutions, ULC (formerly GTech Canada ULC-Spielo)
- MTD Gaming, Inc.

VLC, Fortunet/Summit, Harms Vending, and Techlink Entertainment also have equipment in the field.

Licensed distributors include:

- Fortunet
- Grand Vision Gaming
- Harms Vending
- IGT
- Scientific Games International
- IGT Canada Solutions, ULC (formerly GTech Canada ULC-Spielo)

## CASHOUT TICKET SCANNER AVAILABLE

Every site controller has the ability to validate a cashout ticket. With the installation of a touch screen monitor, staff can type in the

validation number on the cashout ticket and confirm the amount won. To streamline this process, a scanner can be added to the site controller – reducing validation time to 2-3 seconds. Printers are also available to print a receipt (see example). For more information, contact the Lottery office at 605-773-5770.



## MAINTAINING LOCKS ON VIDEO LOTTERY MACHINES

Lottery inspectors should be able to easily access video lottery machines for required inspections, so please keep locks in working order. If it is difficult for the inspector to access the machine, keys may break off inside the lock and inspections will be held up. See [Administrative Rule 48:02:10:06](#) on machine maintenance.

## VIDEO LOTTERY MARKETING

### 76<sup>TH</sup> STURGIS MOTORCYCLE RALLY: STATEWIDE OPPORTUNITY

An estimated 739,000 people attended the Sturgis Motorcycle Rally last year and regardless of what direction they were coming from, all of them who rode or drove crossed part of South Dakota to get there. While attendance this year may be lower (last year was the 75<sup>th</sup> rally and likely drew additional people because of the anniversary), the Rally will still bring increased traffic to many communities across the state. With a little effort, some of that traffic could be pulling in to your video lottery establishment.



Casinos in Sturgis and the surrounding area will naturally get more visitors but if your business is located in a town “on the way” to the Rally, here are five easy ways to draw attention from visiting bikers:

- Use banners or your outdoor signage to display “Bikers Welcome” messaging.
- When posting information about your casino (specials, location, etc.) on your business Facebook page or Twitter feed, use hashtags like #Sturgis or #SturgisRally. 68% of adults in the United States carry smartphones and bikers will be using them to find places to go and things to do. Posts tagged as Rally-related will draw their attention.

## OPERATORS & TECHNICIANS

Be sure your paperwork for [board changes](#) and [movements](#) includes an Audit ticket and can be e-mailed to [VideoLottery@state.sd.us](mailto:VideoLottery@state.sd.us).

## QUICK LINKS

[lottery.sd.gov](http://lottery.sd.gov)

[Video Lottery](#)

[Retailer/License Info](#)

[Where Does the Money Go?](#)

Know someone who should be receiving this newsletter, but isn't?

Get them on the list by sending their email address to [jennifer.baker@state.sd.us](mailto:jennifer.baker@state.sd.us).

- Purchase an ad in a Rally publication to promote your establishment and what it has to offer.
- Ask local hotels and campgrounds if you can display information about your business on their premises; a professional-looking poster that pulls in extra business will more than pay for itself.
- If you offer Rally specials at your casino, don't limit them to just the week of the Rally. More bikers are coming early or staying later than the official Sturgis Rally dates. During the Rally itself, there'll be plenty for them to see and do. In the week prior to and the week after, they'll be looking for entertainment opportunities so give them some.

The 76<sup>th</sup> Sturgis Motorcycle Rally runs from Aug. 8-14. For more information visit <http://www.sturgismotorcyclerrally.com/>

## OTHER INFORMATION

### STATS FROM THE FIELD

As of July 23, 2016, 1,010 MCD's have been installed and 2,887 line game machines are in operation statewide.

#### Newsletter Archives

For past newsletter issues, email Jennifer Baker at [jennifer.baker@state.sd.us](mailto:jennifer.baker@state.sd.us)

#### *Stay Connected*



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